Title	ADASTRA V TRACKER	3 – SERVICE C	ONTINUITY	Number	A06
Effective From:	12.06.09	Duration:	No end date	Review:	01.09.24
Author:	Jag Kaler			Version:	1.4
Other Ref:					
Contacts:	Andrew Sava	ge, Konrad Kot	oic, Tom Payne		

# Version Control

DATE	CHANGE	CHANGED BY
12.06.09	Original Version	JK
05.05.10	Version 1.1	JK
10.02.15	Reviewed, no change	JK
19.05.16	Reviewed, no change	PM
24.09.21	Reviewed, Amended Call Centre Location.	KK / TP

### **Overview**

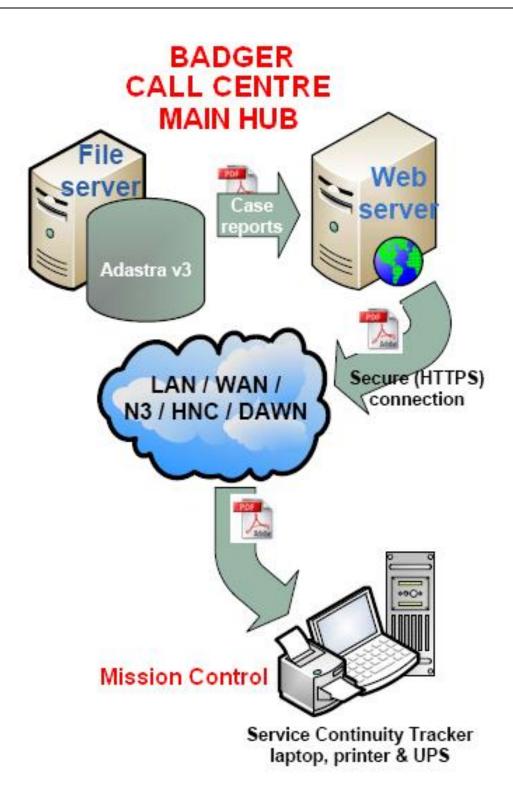
The Service Continuity Tracker (SCT) module is designed to enable BADGER to continue to deal with live cases in the event of a major catastrophe.

#### Features

The SCT module stores and displays both live cases and those processed within the last 24 hours, and enables staff to contact patients in the event of a major catastrophe. Fire, flood, a power cut or a total system failure could all leave the Adastra system unavailable to operators, potentially stranding patients in the middle of a care episode. Using the SCT, staff can view or print a list of all live cases, together with details for each case, thus enabling patients to be called back and care to continue. Running on a dedicated laptop, the SCT module receives a constant feed of cases from the Adastra database. Using a BADGER case report, a PDF file is generated each time a case is updated, and stored locally in the SCT database, enabling staff to quickly and easily see important individual case information. Operators can print either a list of live cases for use in an emergency, or a list together with a detailed case report for each live case.

# **Service Continuity Tracker Monitoring**

Staff throughout the organisation can clearly see whether the Service Continuity Tracker module is live by checking its status in their v3 Interface Status menu option (subject to user rights). The SCT laptop can therefore be safely installed in a location best suited to its use in an emergency, which might not necessarily be the service's control room.



### Location

The Service Continuity Tracker is located on the First floor of The BADGER Call Centre, Units 1 & 2, Bourne Road. Aston, Birmingham. B6 7RD. Within the BADGER call centre.

The SCT is located behind the Team Leaders next to the Assistant Team Leader's Stations.

# Access to Bourne Road Call Centre

Mission Control is manned by a Duty Team Leader at all times during the OOH period.

All staff members will have a BADGER ID card which will allow access to the call centre using the key card to activate the door at the main enterance.

# Service Continuity Tracker

Ser	vice Continu	uity Tracker								_ 8 >
Sei	rvice Co	ntinuity Track	er Status - M/	INBASE						Config
Run	ining									Advanced
	CaseNo	Full Name	Contact No.	Location	Active Date	Latest Priority	Case Type	Last Check	PDF Status	PDF 📤
►	98276	Victoria Apalite	01 100 232300 0		11/6/2007 6:32	Routine	Advice	11/6/2007 7:22	Obsolete	
	98277	Bethany Orivers	01900 776856	0	11/6/2007 6:35	Routine	Advice	11/6/2007 6:48	Obsolete	
	98282	Valerie Fells	01900.295067		11/6/2007 6:48	Routine	Advice	11/6/2007 7:07	Obsolete	
	90201	1	07		11/0/2007 7-21	Routino	Aduiaa	11767007 7-96	Obselate	17

The Service Continuity Tracker stores only the last 24 hours-worth of cases, on a rolling basis, deleting older case details as newer ones are stored. In this way information displayed and stored is kept to only that which is necessary in an emergency, and the SCT laptop hard disk does not rapidly fill up and cause additional problems.

The following fields appear on the Service Continuity Tracker screen:

Case Number Full Name Contact Number Location Active Date Latest Priority Case Type Last Check PDF Status PDF

# **Printing Cases**

To print an individual case – double click on the case in question and the following screen will appear and then click print.

liewer				
Services	and District	GP Emergency	=	
Case No 98309	Active Date	08/06/09 16:43 Last Contact		
Case Type South Dist Nurse	rict Priority	South District Nurse		
Status DESPATCH	- Waiting for Despatch		-	
Case Marked for Non-I	Disclosure No	Patient Has Special Notes	No	
Patient Franks Pa	8765G			
Age 94 years	Gender	Male		5
Current Address				
40 Sin Hittans Road Wes		St UNP		
Home Address (if diffe				
Contact Tel. 0121 478 C		0121 473 0379		
Own GP South Dist	rict nurse	Own Practice SOUTH District Nurse		Print Close
Despatch Destination Location		Despatch Date	~	
		II.	>	
Page 1/1	> Э		Print Close	

To print all cases - from the main screen select the following;

#### Print List – To print in list format

Print All – To print all case sheets in PDF format

24         Discurtificut         01211*0/20         94/2 B006 PR21         0106/0009 247         Readman         Mean Value         0006/2008 026         00000000           93         01000-05/001         01217*0/24         94/2 B006 PR21         01006/2009 01.6         Hoan*         Mean Value         0006/2008 02.6         00004000           0100-05/001         01215*0.20         94/2 B006 PR21         0706/2009 11.20         Uppert         Mean Value         0706/2009 10.6         00004000           72         84/2 B006 PR21         0706/2009 11.20         Uppert         Mean Value         0706/2009 10.8         00004000           84/2 B006 PR21         0706/2009 11.20         Uppert         Mean Value         0706/2009 12.0         00004000           84/2 B006 PR21         0706/2001 12.0         Uppert         Mean Value         0706/2009 12.0         00004000           84/2 B006 PR21         0706/2001 12.0         Uppert         0706/2001 12.0         Uppert         Mean Value         0706/2001 12.0         00004000           84/2 B006 PR21         0706/2001 12.0         00004000         0706/2001 12.0         None Value         0706/2001 12.0         00004000           84/2 B006 PR21         0706/2001 12.0         00004000         0706/2001 12.0         None Value         070	PDF VVV VVV VVVVVVVVVVVVVVVVVVVVVVVVVVVV
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